# Troubleshooting Tips

When accessing web sites browser may not always display information correctly or work correctly.  This can be caused by a problem with the site, connectivity to the internet and site, or the browser you are using is having some issues.  What follows are some common problems with the browser that you should look at prior to reporting an issue.

#1:    Review the browser clean up document and perform the appropriate steps to ensure your browser is cleared of history and temporary files.

#2:    If pages or pdf files do not appear, then look for, and disable any pop-up blocker installed in the browser or allow pop-ups for this site.  Some software packages will install tool bars and other plug-in files which can cause sites to not work like they should.  These need to be disabled or uninstalled as appropriate.

#3:    If you open a page and see the word "null" in fields and you are using Internet Explorer 8 please turn compatibility view on, or turn compatibility on for this site.  This has been reported from users with Vista and IE8.  Other IE8 users have not seen this issue.